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Insurance Commissioner**

## **Insurance Department Press Release**

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**For Immediate Release  
May 9, 2000**

### **TUFTS HEALTH PLAN IN MASSACHUSETTS DIRECTED TO OFFER NEW HAMPSHIRE RESIDENTS ACCESS TO NEW HAMPSHIRE PROVIDERS**

The New Hampshire Insurance Commissioner, Paula T. Rogers, has directed Tufts Associated Health Maintenance Organization, Inc. of Massachusetts ("Tufts Health Plan") to provide complete, full-benefit reimbursement of covered services to its insured members who reside outside its newly defined service area in New Hampshire, even if the member's primary care physician or other providers are no longer in Tufts Health Plan's provider network. This directive means that New Hampshire residents who live outside the service area will not have to travel great distances to see a new doctor in Tufts Health Plan's new, more limited service area. This directive does not apply to New Hampshire residents residing inside the service area.

Tufts Health Plan, while not licensed in New Hampshire, insures approximately 15,000 New Hampshire residents who work in Massachusetts and are covered under their employers' health insurance policy with Tufts Health Plan. Although Tufts Health Plan previously informed these employees that some would need to select new providers, these New Hampshire residents covered by Tufts Health Plan who reside outside the service area will now be allowed to remain with or return to their previous doctors and hospitals.

The Commissioner's order protects residents covered under existing Tufts Health Plan insured policies and the reimbursement requirement will continue for the duration of the employers' current policy year. After that, Tufts Health Plan will only provide HMO coverage to those New Hampshire residents working in Massachusetts who live within Tufts Health Plan's current New Hampshire service area. Employees who reside outside of that area will no longer be eligible for Tufts Health Plan HMO coverage.

Tufts Health Plan is in the process of notifying affected Massachusetts employers, New Hampshire residents and New Hampshire providers, advising them of this directive from the New Hampshire Insurance Commissioner.